Mini-Class On the Web(MCOW):   **NMVTIS Review**
Date of Creation: **August 1, 2003**
Number: **0103**
Time to Review: **10 minutes**

Introduction

NMVTIS is a national database that helps identify if a vehicle or part on a vehicle is or might be stolen. It links most states to help prevent stolen vehicles from being laundered through several states.

NMVTIS was selected as the first topic for the new MCOW mini-training system for MVD. The reason it was selected is because employees are not following policy and procedure taught in certification classes. This results in incorrect records, stolen vehicles being titled or registered in Arizona and possible suits against the state.

The purpose of the MCOW is to provide a quick review of the correct policy and procedure and to identify and answer the most common questions heard in Tech Support.

The class is designed to be used in staff meetings or for individual employee review on as needed basis. The class can be reviewed as many times as necessary to insure understanding. Questions can be addressed to Tech Support or to MVD's Question and Answer website.

Quick Caution

1. Do make sure you are looking at the correct vehicle and vehicle record.
2. Don't pause break out of a hit without making necessary entries on the record.
3. ALL Repossession titles have to be checked by NCIC. (New item)

Frequently Asked Questions

These are questions most often asked of Tech Support employees by the Field.

Q1. Why can't I "Pause Break" when I get a Possible Stolen Vehicle Hit report?
    Answer: The NMVTIS Help Desk is required to track every Possible Stolen Vehicle Hit response and it's outcome. If you "Pause Break" without noting why in the comments section, the transaction cannot be documented for resolution. Because each person must sign on to the system, there is a tracking record of who is not completing the transaction.

Q2. What if I get a Possible Stolen Hit report on a short VIN?
    Answer: Verify that the Make and Year on the hit report match what is on the title work.

Q3. What if the Make or Year is blank on the Possible Stolen Vehicle Hit report?
    Answer: 1) Enter "NO" to all of the questions listed on the report, 2) Enter "check QVTBR" in the comment section of the report, and 3) Enter "N" for NO to the continue question and press the enter key (see Question 4).

Q4. How do I check QVTBR?
 Answer: 1) Enter QVREG transaction, 2) Type the VIN with no spaces into the TEXT area, and 3) Type QVTBR in the TRAN area and press enter. The computer will instruct you to press Shift and F2 simultaneously. Once in QVTBR, compare the Make and the Year of the vehicle record with the actual title work.

Q5. What is the next step if the Make and Year on the record match the title information?
 Answer: Read the theft date on the record. If it is less than five years old, call NCIC. If it is greater than five years old, call AVTTF.

Q6. What if the Make and Year on the record do _not_ match the title information?
 Answer: Proceed with the title transaction.

Q7. What if the Possible Stolen Hit report indicates a part has been stolen?
 Answer: Check the Component Part List in policy. If the stolen part is a component part, send the customer to a Level II/III inspection. If it is a non-component part, complete the transaction.

Q8. When do I call NCIC?
 Answer: Call NCIC **ONLY** when the theft date on the hit is less than 5 years old or no theft date shows on the screen.

Q9. When do I call AVTTF?
 Answer: Call AVTTF **ONLY** when the theft date is greater than 5 years old.

Q10. What title transactions can be processed without calling NCIC or AVTTF?
 Answer: Duplicate title, salvage title, Adding/Removing a lien, a status code 01 displays on the record indicating OSI has already approved the transaction, or if the vehicle was stolen from a new owner before the title transfer was completed**.** An applicant must provide a copy of the police report and present proper photo ID in support of any of the identified requests. An NCIC check is required for all repossession titles!

Q11. Should the customer be sent for a Level II/III inspection if there is a SC50 on the record?
 Answer: No.

Q12. Can I put a SC50 on the record?
 Answer: Yes, if the applicant has the level II/III inspection document indicating the VIN Plate has been replaced or if film shows that a level II/III inspection, indicating the VIN Plate had been removed, has already been done.

Q13. If a component part on a salvage title vehicle has been reported stolen, does the applicant need to get a level II/III inspection?
 Answer: No

Policy Summary

It is the policy of the Division that, when an employee completing a title transaction receives a "Possible Stolen Vehicle Report" or a hit, he or she will complete the required MVTIS procedures to insure the integrity of the database and to protect the customer.

NMVTIS MESSAGE 1
POSSIBLE STOLEN VEHICLE - SEE POLICY AND ADVISE SUPERVISOR – CONTINUE? _
TRANSACTION BEING MONITORED
(Message occurs when NMVTIS matches the VIN entered to a possibly stolen vehicle)

	Verify that the VIN, Make, and Year entered matches the VIN, Make, and Year on the documents presented.	
1.	If the VIN, Make, or Year **do not** match:	Complete the online "Possible Stolen Vehicle Report" as follows: a. Enter the intended transaction type (1-7). b. Type "N" to all of the questions on the bottom of report. c. Record in the comment section that the VIN, Make, or Year was entered incorrectly or accidentally. d. Type "N" in response to the question "Continue?" e. **Make a screen print**. f. Press Ctrl/Enter to submit the report. g. Begin transaction again using the correct VIN, Make, and Year. h. Place screen print in the designated NMVTIS file and hold for 90 days.
	If the VIN, Make, and Year do match, the vehicle is a possible stolen.	
2.	If theft date is *__less than 5-years old__*; or **No theft date** is indicated on the screen; or A **"Purged From NCIC"** indicator appears *__and__* theft date is *__less than 5-years old__*:	a. Make a screen print of the online "Possible Stolen Vehicle Report". b. Gather all documents, excuse yourself from the applicant, and advise a supervisor that you have a possible stolen vehicle. c. Contact OSI/NCIC to verify it is still an outstanding stolen. **OSI/NCIC Call: (602) 712-8742**
		If OSI/NCIC indicates that the vehicle shows **"No Record Found"**, it is ok to process.
		Complete the on-line "Possible Stolen Vehicle Report" as follows: a. Enter the intended transaction type (1-7). b. Complete (Y/N) questions on the bottom portion of the screen. c. Type "Y" in response to the question "Called OSI?" and record the agent/officer's name. d. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report", indicate "No Record Found per NCIC", and include any additional information received. e. Type "Y" in response to the question "Continue?" and press Ctrl/Enter. f. **Make a screen print**. g. Press Ctrl/Enter to submit the report. h. Process transaction. i. Place screen print in the designated NMVTIS file and hold for 90 days.

	If OSI/NCIC indicates that the vehicle is **"<u>Recovered</u>"**, a recovery date **may** be provided to the CSR if available.
	Complete the on-line "Possible Stolen Vehicle Report" as follows: a. Enter the intended transaction type (1-7). b. Complete (Y/N) questions on the bottom portion of the screen. c. Type "Y" in response to the question "Called OSI?" and record the agent/officer's name. d. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report"; indicate the recovery date *if provided* by OSI/NCIC, and include any additional information received. e. Type "Y" in response to the question "Continue?" f. **Make a screen print**. g. Press Ctrl/Enter to submit the report. h. Process transaction. i. Place screen print in the designated NMVTIS file and hold for 90 days.
	If OSI/NCIC *verifies* that the vehicle is still an **"<u>Outstanding Stolen Vehicle</u>"**, OSI/NCIC will direct you to contact the AVTTF.

	a. Make a screen print of the on-line "Possible Stolen Vehicle Report".
	b. Gather all documents, excuse yourself from the applicant, and advise a supervisor that you have a possible stolen vehicle.
	c. Contact the Arizona Vehicle Theft Task Force (AVTTF).
	
	       Maricopa County (and surrounding areas):
	       Call (602) 223-2364, (602) 469-7980 or (602) 469-7981
	       Pima County (and surrounding areas):
	       Call (520) 746-4622
	
	  (The AVTTF **may** direct you to contact your local law enforcement office.)
	
	Complete the on-line "Possible Stolen Vehicle Report" as follows:
	a. Enter the intended transaction type (1-7).
	b. Complete (Y/N) questions on the bottom portion of the screen.
	c. Type "Y" in response to the question "Called OSI?" and record the agent/officer's name.
	d. Type "Y" in response to the question "Called AVTTF" and record the agent/officer's name.
	e. If you contacted your local law enforcement office (at the direction of the AVTTF), type "Y" in "Called Local Law Enforcement" and record the agent/officer's name.
	f. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report" and include any additional information received.
	g. Type "N" in response to the question "Continue?".
	h. **Make a screen print**.
	i. Press Ctrl/Enter to submit the report.
	j. Press F11 to cancel the transaction.
	k. Place screen print in the designated NMVTIS file and hold for 90 days.

3.	If the theft date is *5-years old or more*; or
	
	A **"Purged From NCIC"** indicator appears *and* theft date is *5-years old or more*;
		a. Make a screen print of the on-line "Possible Stolen Vehicle Report".
		b. Gather all documents, excuse yourself from the applicant, and advise a supervisor that you have a possible stolen vehicle.
		c. Contact the Arizona Vehicle Theft Task Force (AVTTF) directly.
		
		    Maricopa County (and surrounding areas):
		    Call (602) 223-2364, (602) 469-7980 or (602) 469-7981
		    Pima County (and surrounding areas):
		    Call (520) 746-4622
		
		(The AVTTF **may** direct you to contact your local law enforcement office.)
		
		Complete the on-line "Possible Stolen Vehicle Report" as follows:
		a. Enter the intended transaction type (1-7).
		b. Type "Y" in "Called AVTTF" and record the agent/officer's name.
		c. If you contacted your local law enforcement office (at the direction of the AVTTF), type "Y" in "Called Local Law Enforcement" and record the agent/officer's name.
		d. Complete all (Y/N) questions on the bottom portion of the screen.
		e. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report" and include any additional information received.
		f. Type "N" in response to the question "Continue?".
		g. **Make a screen print**.
		h. Press Ctrl/Enter to submit the report.
		i. Press F11 to cancel the transaction.
		j. Place screen print in the designated NMVTIS file and hold for 90 days.

4.	If the **AVTTF officer will not be able to arrive** within a reasonable amount of time, the AVTTF may:	1. **Direct you** to contact local law enforcement; or 2. **They may** contact a local law enforcement agency for you. **DO NOT DIAL 911 or attempt to detain the customer.**

5.	If the CSR is **unable to reach the AVTTF**:	1. *Record the applicant's customer number* in the comment section of the on-line "Possible Stolen Vehicle Report".
		2. Provide the applicant with a return sheet indicating **all** of the following:
		  • AVTTF Name and Phone Number
		  • Case Number
		  • Reporting Agency and State
		3. *Retain photocopies of all documentation*.
		4. Advise the applicant to contact the AVTTF, and that MVD will not be able to process the transaction until the AVTTF has cleared the record.

Notes:

On-line "Possible Stolen Vehicle Report"
  ➢ All fields must be completed to submit the report.
  ➢ *Comments are mandatory and must begin with the applicant's customer number*.
  ➢ The proper completion of the on-line "Possible Stolen Vehicle Report" may vary depending on how OSI/NCIC, AVTTF, or Local Law Enforcement decides to proceed. Since it will no longer be possible to cancel the transaction until the report is submitted, the CSR shall complete the on-line report with as much information as possible, print the screen, and submit the report. Any further information gathered after the report is submitted shall be handwritten on the printout that is stored in the office NMVTIS file for 90 days.

Below are examples of some acceptable types of comments that the CSR may want to use on the on-line "Possible Stolen Vehicle Report":	
1. "Customer #"; Return Sheet Provided.	12. "Customer #"; Bond Process.
2. "Customer #"; Salvage into insurance company's name.	13. "Customer #"; Adding/Removing Lienholder.
3. "Customer #"; SC01 – OK to Process per Detective "******".	14. "Customer #"; Non-Probate.
4. "Customer #"; OK per Enforcement/Law Enforcement.	15. "Customer #"; Repo.
5. "Customer #"; VIN Plate Missing. Referred to Level II/III.	16. "Customer #"; VIN, Make, or Year entered wrong.
6. "Customer #"; OK to Process per Level II/III Inspection.	17. "Customer #"; Part displays a component part; sent to Enforcement (i.e. Motor Cycle Engine).
7. "Customer #"; Reported Stolen; did not process.	18. "Customer #"; Part displays a part that is Non-Component (i.e. Front Tire).
8. "Customer #"; Recovered theft per OSI/NCIC; Recovery date is "00-00-0000".	19. "Customer #"; Called OSI; Under 5-yrs; Purged or No Record.
9. "Customer #"; Record accessed in error.	20. "Customer #"; AVTTF/Local Law Enforcement Responding.
10. "Customer #"; Voided Title.	21. "Customer #"; Called AVTTF; has not responded; provided return sheet.
11. "Customer #"; Title Only.	22. "Customer #"; Unable to contact AVTTF; applicant will call and return.

"PART HAS BEEN REPORTED STOLEN" INDICATOR

Verify that the VIN, Make, and Year were entered correctly.

1.	If Part message displays a Component Part:	Ensure that the stolen part displaying on the upper portion of the screen **is listed** on the approved ***MVD Component Parts List*** below. If listed, the applicant is to be referred to **MVD Enforcement** for a Level II/III inspection. Advise the customer that a more extensive inspection of the vehicle is necessary and that there **may** be an additional fee charged for the inspection. ***Provide the applicant with a return sheet identifying the name of the "Component Part" identified as "Possible Stolen"***. Complete the on-line "Possible Stolen Vehicle Report" as follows: a. Enter the Transaction type that applies (1-7). b. Type "Y" in response to the question "Referred to MVD Enforcement for Inspection". c. Type "N" in response to the rest of the Y/N questions. d. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report" and include any additional information received. e. Type "N" in response to the question "Continue?" f. **Make a screen print**. g. Press Ctrl/Enter to submit the report. h. Press F11 to cancel the transaction. i. Place screen print in the designated NMVTIS file and hold for 90 days.
2.	If Part message displays a Non-Component Part:	Ensure that the stolen part displaying on the upper portion of the screen **is not** listed on the approved ***MVD Component Parts List***. Complete the on-line "Possible Stolen Vehicle Report" as follows: a. Enter the Transaction type that applies (1-7). b. Type "N" in response to the Y/N questions. c. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report"; indicate "Non-Component Part", and include any additional information received. d. Type "Y" in response to the question "Continue?" e. **Make a screen print**. f. Press Ctrl/Enter to submit the report. g. Place screen print in the designated NMVTIS file and hold for 90 days. h. Process transaction.

MVD Component Parts List								
Body Number		Level II/III	Crank Case (Replacement)	3	Level II/III (MC Only)	Frame		Level II/III
Chassis		Level II/III	Crank Case (Replacement)	4	Level II/III (MC Only)	Replacement Frame		Level II/III
Crank Case		Level II/III (MC Only)	Engine		Level II/III (MC Only)	VIN Plate*		Level II/III
Crank Case (Replacement)	1	Level II/III (MC Only)	Replacement Engine		Level II/III (MC Only)			
Crank Case (Replacement)	2	Level II/III (MC Only)	2ND/Replacement Engine		Level II/III (MC Only)			
*If component part displaying is "VIN Plate", refer to the status code 50 Policy (02-034).								

Level II/III Inspection	
When an applicant presents a Level II/III inspection for a component part from the list above, CSRs must compare it with the description of the stolen part displaying on the screen.	
1. If the component part is the same:	Complete the online "Possible Stolen Vehicle Report" as follows: a. Enter the Transaction type that applies (1-7). b. Type "N" in response to the Y/N questions. c. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report"; indicate "OK per Level II/III inspection", and include any additional information received. d. **Make a screen print**. e. Type "Y" in response to the question "Continue?" and press Ctrl/Enter to submit the report. f. Complete the transaction. g. Place screen print in the designated NMVTIS file and hold for 90 days.
2. If the component part is different:	Refer the applicant back to Level II/III for a new inspection and explain that there **may** be an additional inspection fee involved. Complete the online "Possible Stolen Vehicle Report" as follows: a. Enter the Transaction type that applies (1-7). b. Type "Y" in response to the question "Referred to MVD Enforcement for Inspection". c. Type "N" in response to the rest of the Y/N questions. d. Document the applicant's customer number in the comment section of the on-line "Possible Stolen Vehicle Report" and include any additional information received. e. **Make a screen print**. f. Type "N" in response to the question "Continue?" and press Ctrl/Enter to submit the report. g. Press F11 to cancel the transaction. h. Place screen print in the designated NMVTIS file and hold for 90 days.

NMVTIS MESSAGE 2 "NMVTIS THEFT REPLY NOT RECEIVED... "Y" TO WAIT, "N" TO CONTINUE?" (Message occurs when a transaction is completed before NMVTIS has sent a response.)	
Note: Please do not clear screen and begin the transaction again. Each time the transaction is restarted the program stops looking for a response to the query, further delaying the NMVTIS information.	a. Wait 3 to 5 seconds, type "Y", and press Ctrl/Enter. b. If a response is still not found you will see the same NMVTIS message, type "N" in response to the question "Continue?" and press Ctrl/Enter.

NMVTIS Response Message Quick Reference Chart (Revised 04/01/2003)

NMVTIS MESSAGE 3
"NMVTIS VIN NOT FOUND- VERIFY VIN... CONTINUE?"
(Message occurs when a title from a NMVTIS state is presented, but the VIN is not found on the NMVTIS pointer file.)

	Response message will display the VIN entered by the CSR. Ensure that the documentation is authentic and that the data entered matches the title in hand.
1. If the VIN is **not** found;	a. Type "N" in response to the question "Continue?" and press Ctrl/Enter.
	b. Begin the transaction again, using the correct VIN.
2. If the VIN is found;	a. If the title is an Arizona title, ensure that it is the most recent title issued.
	b. When verified, type "Y" in response to the question "Continue?" and press Ctrl/Enter.

NMVTIS MESSAGE 4
"NMVTIS TITLE NUMBER/STATE/DATE... CONTINUE?"
(Message occurs when a title from a NMVTIS state is presented, but the previous state's title number, state, and/or issue date entered by the CSR is not the same as reported to NMVTIS.) This message will display the title number, state of record, title issue date, specific lienholder information on one lien and up to six previous state brands *if reported by the previous state*).

	Ensure that the documentation is authentic and that the data entered matches the title in hand. Other state brands and lienholder information display *for verification and informational purposes only*.
1. If the VINs do **not** match;	a. Type "N" in response to the question "Continue?" and press Ctrl/Enter.
	b. Begin the transaction again, using the correct VIN.
2. If the VINs do match;	a. If the *title or state information* on the NMVTIS response message and the title in hand are different, type "N" in response to the question "Continue?" and press Ctrl/Enter.
	b. Give the customer the state, date, and title number information from the NMVTIS response message.
	c. Advise the customer to contact the titling state to obtain a correct title.
	d. Press F11 to cancel transaction.

If you have any questions regarding these procedures, please contact the **NMVTIS Help Desk** at (602) 712-8783.